



# International Services

## On Account & Franking

# User Guide

January 2021





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# International Services On Account & Franking

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Our International Services available On Account and via a franking machine are made up of the following:

- International Standard available worldwide
- International Economy available worldwide
- International Tracked to over 50 destinations
- International Tracked & Signed to over 60 destinations
- International Signed for those countries not served by International Tracked & Signed

Where we use the phrase “International Tracking and Signature Services” in this User Guide we are referring to all of the last three services listed above and where we use the phrase “International Services” we are referring to all five.

## **What is International Standard?**

International Standard is a reliable, cost-effective way to send letters and parcels worldwide, using a franking machine or via your Royal Mail Account. It is offered to international business customers at a discounted rate from our stamped retail rates.

International Standard offers compensation up to £20 in the event of loss or damage. For items that cannot be delivered, they will be returned free of charge providing you include a return address on your item.

## **What is International Economy?**

International Economy is ideal for sending heavier parcels, where speed is not a priority. International Economy provides up to £20 compensation in the event of loss or damage. For items that cannot be delivered, they will be returned free of charge providing you include a return address on your item.

## **What is International Tracked & Signed?**

International Tracked & Signed is a fully tracked service taking a signature on delivery and providing online delivery confirmation. You'll be able to see where your item is every step of the way, from arrival in the local UK Mail Centre, despatch from the UK, arrival overseas and final delivery to the end customer (or delivery attempt, if the customer is not at home). To track the progress of an item sent using this service visit [royalmail.com/trackdetails](https://royalmail.com/trackdetails)



# International Services On Account & Franking

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On delivery, the item is only handed over once it has been signed for (please note in some instances alternative identification may be captured in lieu of signature). Please note that we do not currently provide a copy of the signature as part of this service.

For European countries where the item is delivered by GLS (General Logistics Systems, part of the Royal Mail Group), the name of the signatory is available on their website: visit [www.gls-group.eu](http://www.gls-group.eu). In order to see the signature, insert the barcode number of your item in the Track and Trace box.

International Tracked & Signed is offered to international business customers at a discounted rate from our stamped retail rates. It offers standard compensation up to £50 and an option to buy extra compensation up to £250.

If your item cannot be delivered, it will be returned free of charge, tracked right back to your local delivery office (providing you include a return address on your item).

## What is International Tracked?

International Tracked is a fully tracked service from posting to delivery overseas. A signature on delivery is not obtained but electronic delivery confirmation is provided.

You'll be able to see where your package is every step of the way, from arrival in the local UK Mail Centre, dispatch from the UK, arrival overseas and final delivery to the end customer (or delivery attempt, if the customer is not at home). To track the progress of an item sent using this service visit [royalmail.com/trackdetails](http://royalmail.com/trackdetails)

International Tracked is offered to international business customers at a discounted rate from our stamped retail rates. It offers standard compensation up to £50 and an option to buy extra compensation up to £250.

If your item cannot be delivered, it will be returned free of charge, tracked right back to your local delivery office (providing you include a return address on your item).

# International Services On Account & Franking

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## What is International Signed?

International Signed is a service where a signature is taken when the item is delivered overseas (please note in some instances alternative identification may be captured in lieu of signature). Please note we do not currently provide a copy of the signature as part of this service. All items are tracked until they leave the UK. International Signed is a service available to all countries which are not covered by our International Tracked & Signed service.

International Signed offers standard compensation up to £50 and an option to buy extra compensation up to £250.

If your item cannot be delivered, it will be returned free of charge, tracked from arrival back in the UK right back to your local delivery office (providing you include a return address on your item).

## Getting started

First things first – you should check that your business is able to use either a franking machine or has a Royal Mail Account.

## Business account

If you already have a Business Account with Royal Mail, you can use this to buy International Services On Account. To do that, simply log on to your account pages at [royalmail.com/business/small-business-account](https://royalmail.com/business/small-business-account) and check that you can see the service codes for our International Services On Account (these are listed on page 23 of this document). If you can see them then your account is set up for our international services.

If you don't have a Business Account with Royal Mail then you can view all the details and request an account at [royalmail.com/business/small-business-account](https://royalmail.com/business/small-business-account). Please read the terms and conditions.

Please note: you need to spend at least £5,000 per year across all Royal Mail account services to qualify for a Business Account.

For customers sending high volumes of international mail we have a range of International Business Contract Services which require a minimum annual spend of £5,000 across this international portfolio.

# International Services On Account & Franking

You may also use the International Business Contract Tracking and Signature services if you post a minimum of 1,000 items per annum which can be combined with domestic tracked volumes.

## Franking machine

If you already have a franking machine then you can use it to access International Services, provided that your machine holds sufficient credit. If you don't have a franking machine then you can buy or lease one from any approved manufacturer.

More information is available at [royalmail.com/franking](https://royalmail.com/franking)

## How quickly will my items be delivered?

Our delivery aims for International Services are as follows:

Service	Western Europe*	Rest of Europe	Rest of World
International Tracked & Signed	3-4 working days	3-5 working days	5-7 working days
International Tracked	3-4 working days	3-5 working days	5-7 working days
International Signed	N/A	3-5 working days	5-7 working days
International Standard	3-5 working days	3-5 working days	6-7 working days

\*Applies to Ireland, France, Germany, Spain, Italy, Netherlands, Switzerland, Belgium, Sweden, Austria and Luxembourg.

All delivery aim figures are in working days, except where weeks are stated, and exclude day of posting and Bank Holidays.

The Economy Delivery aims are as follows:

Western Europe	in up to 2 weeks
Eastern Europe	in up to 5 weeks
North America	in up to 6 weeks
South America, Africa and Asia	in up to 8 weeks
Australia	in up to 12 weeks

# International Services On Account & Franking

To identify which countries we classify as Europe, please see the table below.

Those marked (EU) are in the European Union.

Any countries not mentioned below are classed as Rest of World.

For details go to [royalmail.com/international-zones](https://royalmail.com/international-zones)

Albania	Kyrgyzstan
Andorra	Latvia (EU)
Armenia	Liechtenstein
Austria (EU)	Lithuania (EU)
Azerbaijan	Luxembourg (EU)
Belarus	Malta (EU)
Belgium (EU)	Moldova
Bosnia & Herzegovina	Montenegro
Bulgaria (EU)	North Macedonia
Canary Islands	Norway (inc Svalbard)
Croatia (EU)	Poland (EU)
Cyprus (EU)	Portugal (inc Azores and Madeira) (EU)
Czech Republic (EU)	Romania (EU)
Denmark (inc Faroe Islands & Greenland) (EU)	Russian Federation
Estonia (EU)	Serbia
Finland (EU)	Slovak Republic (EU)
France (inc Monaco) (EU)	Slovenia (EU)
Georgia	Spain (inc Balearic Islands) (EU)
Germany (EU)	Sweden (EU)
Gibraltar	Switzerland
Greece (EU)	Tajikistan
Hungary (EU)	The Netherlands (EU)
Iceland	Turkey
Ireland (Rep of) (EU)	Turkmenistan
Italy (inc San Marino and Vatican City) (EU)	Ukraine
Kazakhstan	Uzbekistan
Kosovo	

At the time of being produced this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. For items being sent to the EU, the VAT treatment is expected to change to zero rated (currently they are VAT exempt for services within the USO and other services are subject to VAT at 20%). These rules may be subject to change. Please keep up to date at [royalmail.com/prices2021](https://royalmail.com/prices2021)

# Step by step guide

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Everything you need to know, from addressing to despatching your International Services items.

## Step 1: getting ready

Check what you're sending.

Our International Services can be used to send any item provided it falls within the guidelines set out in this User Guide.

### Prohibited and restricted items

To comply with national and international regulations governing the carriage of mail and to ensure that mail in transport does not present a danger to the general public, we restrict or prohibit certain items from our network. Full details of Royal Mail's prohibitions and restrictions can be found at [royalmail.com/prohibitions](https://royalmail.com/prohibitions)

In addition, individual countries have their own specific prohibitions and restrictions. What is prohibited or restricted varies from country to country and can sometimes include apparently ordinary things. If you are unsure about what you can send, visit our website at [royalmail.com/countriesAtoZ](https://royalmail.com/countriesAtoZ) or refer to the provisions of the Royal Mail General Terms & Conditions that cover prohibited materials and restricted materials.

### Dangerous items and substances

You must not send dangerous items and substances by any Royal Mail international service. Dangerous substances include explosive fireworks, gases, flammable liquids, toxic substances, corrosive chemicals, etc.

Please note – aerosols cannot be carried by the postal network. Classifications of dangerous items and substances may change so please visit our website at [royalmail.com/prohibitions](https://royalmail.com/prohibitions)



# Step by step guide

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## International weight and size limits

Our International Services are available for sending your Letters, Large Letters, Parcels and Printed Papers.

Items must be within certain size and weight limits. These are as follows for International Services sent via On Account or Franking:

### What are 'Letters'?

A Letter for the purposes of our International Services is considered as anything that is:

- Over the size of 140mm x 90mm
- Under the size of 240mm x 165mm
- No more than 5mm thick
- Less than 100g in weight

### What are 'Large Letters'?

A Large Letter for the purposes of our International Services is considered anything that is:

- Larger or heavier than a letter
- Under the size of 353mm x 250mm
- No more than 25mm thick
- Less than 750g in weight

Note that Large Letters for International Services On Account or via Franking have different size and weight dimensions to those of International Business Contract services.

### What are 'Parcels'?

A Parcel for the purposes of our International Services is anything that is:

- Larger or heavier than a Large Letter
- The length plus the width plus the height must not exceed 900mm and no single dimension may exceed 600mm
- For tubular or rolled packages:  
The length plus twice the diameter must not exceed 1040mm but must be at least 170mm, the greatest single dimension must not exceed 900mm but must be at least 100mm
- No parcel can be heavier than 2kg

Note that where the term "Letter", "Large Letter" or "Parcel" is used in this User Guide, the meaning above applies and not the meaning of "Letter", "Large Letter" or "Parcel" set out in the Royal Mail General Terms and Conditions.

# Step by step guide

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## Individual item weights

The maximum weight for Letters is 100g, Large Letters 750g and for Parcels is 2kg. However, you can send books and pamphlets, i.e. any papers 'bound' together, up to 5kg under our Printed Papers service.

Items between 2kg and 5kg in weight, which contain books or pamphlets must be marked "Printed Papers" in the top left-hand corner on the front of the item. You must not include personal correspondence with these items.

Weight exceptions to the information above:

- Ireland – only books can be above 2kg up to the limit of 5kg
- Cambodia – no items above 2kg
- Canada – no items above 2kg

Items that exceed these weight limits may be sent by Parcelforce Worldwide which is a separate service not covered by this agreement.

Parcelforce Worldwide can be contacted at [parcelforce.com](https://www.parcelforce.com) for more information.

# Step by step guide

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## Step 2: addressing

### How to address your International Services items

Please address your items as clearly as possible. Pages 21 and 22 show sample addresses for many countries.

There are a few basic rules to follow to help us get your items to their destination safely:

- All items must have a valid country on the last line of the address. This must be in English and not abbreviated (although USA is acceptable). There must be nothing else on the last line of the address apart from the country name
- The country should be in capital letters
- Many countries operate a postcode system. A valid postcode must be included in the address for these countries
- For parcels, we strongly recommend providing the addressee's telephone number to assist in delivery
- There should be a 'clear zone' of 5mm around the address, with no other information contained within the clear zone. If a window envelope is used, the address should be 5mm clear all round from the edge of the window
- It is acceptable for items to be poly-wrapped

For up-to-date information on acceptable address formats visit [www.upu.int](http://www.upu.int)

Apart from the addressee, no other overseas address should appear on the item.

### Return address

If you would like your undeliverable items returned, please put your UK return address on each item and ensure there is a company identifier e.g. company name or logo. We will return any undelivered items free of charge. A return address to any other country is not permitted according to UPU (Universal Postal Union) regulations.

We recommend you apply a UK return address to the outside of every item, however you must include a UK return address if you send over 1,500 items in a posting to a single country or over 5,000 items over a two-week period to a single country. Your items may experience delays if you fail to apply a UK return address.

# Step by step guide

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## **PPIs and AIR MAIL indicators**

### **Printed Postage Impression (PPI)**

All items must bear a PPI or Franked Impression.

If you are using Royal Mail Click & Drop or another shipping solution it will generate the appropriate label and PPI. For more information about PPIs see [royalmail.com/ppi](https://royalmail.com/ppi)

If you are using a franking machine, you must select the correct service and run your letters or labels through the machine. The services will be described as 'International Standard, International Tracked & Signed, International Tracked, International Signed and International Economy'.

### **AIR MAIL indicator**

All items must display an AIR MAIL indicator or display the words "Par Avion". This should be positioned as close as possible to the top left-hand corner on the front of the item. Failure to include an AIR MAIL indicator may result in your items being delayed. AIR MAIL indicator images are available at: [royalmail.com/internationalbusiness](https://royalmail.com/internationalbusiness)

Please note that Royal Mail shipping labels (such as generated by Click & Drop) include an AIR MAIL indicator, and do not need an additional AIR MAIL indicator.

### **Tracking labels**

Each of the International Tracking and Signature Services has its own barcode label which you will need to apply to each item. For further details please see page 15, where more information relating to barcodes for each of the services is provided.

# Step by step guide

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To automate the label production and manifest creation (a manifest is a list of barcodes and service details) we recommend using Royal Mail Click & Drop, as this can save time and streamline the mailing operation by:

- Producing barcoded address labels complete with PPI, AIR MAIL Indicator and return address
- Producing customs documentation and enabling electronic customs compliance
- Eliminating the need to complete lots of paperwork
- Providing a searchable record of despatches
- Issuing automatic software updates
- Providing an automated link to Royal Mail's electronic billing system

For more information and to access Click & Drop go to [send.royalmail.com](https://send.royalmail.com)

## Customs labels and declaration forms

### **Do I need a customs declaration?**

If you are sending an item to any international destination it will need customs declaration unless it is an item containing personal correspondence. Items requiring customs declarations include:

- Goods deemed to be of no commercial value
- Goods of commercial value
- An item containing gifts
- Printed Papers



# Step by step guide

For items up to and including a value of £270 attach a signed, completed CN22 form, as shown below, to the front of the item. For items with a value over £270 use a CN23 form in a plastic wallet (stock item code: SP 301) and attach a commercial invoice.

Both CN22 and CN23 declarations will need to be signed to certify that the item does not contain any dangerous articles, prohibited by postal regulations (you are responsible for checking this).


The UPU regulations require that all postal items of commercial value, be accompanied by electronic customs data as well as an S10 barcode. Further information and guidance can be found by visiting our dedicated webpage: [www.royalmail.com/electronic-customs-data](http://www.royalmail.com/electronic-customs-data)

If using Royal Mail Click & Drop the appropriate customs declaration can be generated and electronically completed as well as providing the S10 barcode to ensure you are customs compliant.

Franking customers must clearly and legibly complete the correct customs declaration and attach it to the item with an S10 barcode that can be ordered from [royalmail.com/mailsupplies](http://royalmail.com/mailsupplies). Electronic pre-advice of customs data will be completed by Royal Mail for franking as long as the customs declaration is clearly completed along side an S10 barcode.

It is your responsibility to ensure that you are compliant and provide the correct electronic customs data, as failure to comply is likely to result in delays, destruction or having items returned.

Example CN22 – For use with items up to a value of £270



The image shows a sample of a CN22 Customs Declaration form. It is titled 'CUSTOMS DECLARATION CN 22' and 'DECLARATION EN DOUANE'. It includes fields for 'Sender', 'Recipient', 'Country', 'Quantity and detailed description of contents', 'Weight (in kg)', 'Value (in GBP)', and 'Total Weight', 'Total Value'. There is a section for 'For commercial items only' with fields for 'Etaric', 'HS tariff number', and 'Country of origin'. At the bottom, there is a signature line for the sender.

Example CN23 – For use with items over a value of £270



The image shows a sample of a CN23 Customs Declaration form. It is titled 'CUSTOMS DECLARATION CN 23' and 'DECLARATION EN DOUANE'. It includes fields for 'Sender', 'Recipient', 'Country', 'Quantity and detailed description of contents', 'Weight (in kg)', 'Value (in GBP)', and 'Total Weight', 'Total Value'. There is a section for 'For commercial items only' with fields for 'Etaric', 'HS tariff number', and 'Country of origin'. At the bottom, there is a signature line for the sender.

## Who pays customs duty?

Customs charges are the responsibility of the recipient. For current rates and categories, please contact the Department for Business, Energy and Industrial Strategy on **0207 215 5000**, and ask to speak to the relevant country desk.

At the time of being produced this document is based on the Government's current advice, that the UK is leaving the EU Customs Union on 31st December 2020. A customs declaration (CN22 or CN23) is required for items being sent to the EU. These rules may be subject to change. Please keep up to date at [royalmail.com/brexit](http://royalmail.com/brexit)

# Step by step guide

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## Posting

- When posting International Tracked & Signed items, apply the barcoded label (P6696) to each item (if this has not already been produced by your shipping label). Place the items in a priority service pouch (SS950) and secure with a blue tamper-proof seal (SS956). For On Account customers alternatively use a grey bag with a black bag tie (LN2) and bag label (P6668C) affixed. Tick the appropriate product boxes and complete the sections for the date posted and bag number on the label. The Zone section can be left blank or struck through. The sender must also provide their name, address and account number on the reverse of the label
- If you are posting International Tracked items, remember that the service operates to around 55 international destinations only. Apply the barcoded label (P6522) to each item (if this has not already been produced by your shipping label). Place the items in a priority service pouch (SS950) and secure with a blue tamper-proof seal (SS956). For On Account customers alternatively use a grey bag with a black bag tie (LN2) and bag label (P6668C) affixed. Tick the appropriate product boxes and complete the sections for the date posted and bag number on the label. The Zone section can be left blank or struck through. The sender must also provide their name, address and account number on the reverse of the label
- When posting International Signed items, apply the barcoded label (P4723) to each item after each item (if this has not already been produced by your shipping label). Place the items in a priority service pouch (SS950) and secure with a blue tamper-proof seal (SS956). For On Account customers alternatively use a grey bag with a black bag tie (LN2) and bag label (P6668C) affixed. Tick the appropriate product boxes and complete the sections for the date posted and bag number on the label. The Zone section can be left blank or struck through. The sender must also provide their name, address and account number on the reverse of the label

For all Tracking and Signature Services, Franking customers should use Despatch Receipt P6565. If you hand your mail over a Post Office® counter, do not seal the bag/pouch, but have the same documentation ready.

# Step by step guide

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## Step 3: preparing your mail

### Bagging your mail

- Divide your mail between International Standard, the International Tracking and Signature Services, and International Economy, if necessary
- Check that each item (apart from International Economy) carries the words 'AIR MAIL / Par Avion'. These can be printed, stamped or stickered onto your items. Stickers can be obtained from [royalmail.com/maillsupplies](https://royalmail.com/maillsupplies) along with all the other items mentioned in this section
- For mail posted On Account, bundle letters and printed papers by their format and price zone. Parcels can be posted loose into mailbags. If you have more than a bag of mail per pricing zone then please use a separate mail bag for each zone
- For franked mail, put International Standard and International Economy items into a separate white franked mail pouch
- **DO NOT** mix inland and international mail in the same bag or pouch
- **DO** keep any International Tracking and Signature Services separate from other International Standard and International Economy mail
- Account customers should attach an International Standard 'STL' bag label (P6138C) to International Standard bags and trays and a P6139C International Economy label to any International Economy mail

If using our mail bags, they need to be secured with a standard black bag tie (LN2). All Economy mail must be posted in mailbags.

A mail bag – including all its contents – must not weigh more than 11kg. Bags which are heavier than this will increase the risk of our staff suffering injury.

# Step by step guide

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## Step 4: the paperwork

Once you have sorted and labelled your items, ready for bagging, there are two options to complete the paperwork needed.

### **Royal Mail Click & Drop**

The easiest way of producing the barcoded labels and completing the paperwork is to use Royal Mail Click & Drop. Simply complete the end of day procedure. Your mailing paperwork for the items you wish to send will be created automatically. To find out more about Click & Drop go to [send.royalmail.com](https://send.royalmail.com)

1. The Click & Drop system will produce an item barcode label with all the information needed (barcode, PPI, return address and relevant international mailing indicators). Click & Drop also produces the appropriate customs details both electronically and physically to ensure your item is compliant with customs overseas.
2. Print off and complete a collections manifest, along with a confirmed sales order.
3. Place the signed collections manifest in the priority service pouch or mail bag and hand over to the driver.
4. Seal either the priority services pouch using blue tamper-proof seal (SS956) or tie the mail bag with a black bag tie (LN2) with the bag label (P6668C) fully completed and affixed.

### **Work out the costs using the Business Price Guide**

To calculate the cost of your mailing, refer to the Business Price Guide that can be downloaded from [royalmail.com/prices2021](https://royalmail.com/prices2021).

For details of the International Services product codes refer to Appendix A on page 23.

# Step by step guide

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## Step 5: collection

If you already have a regular daily collection from Royal Mail, then International Services can be posted at the same time. To book a collection please call **03457 950950**. Please give two days' notice (there may be a fee for this service).

Alternatively you can take your mail into a Post Office® or to a Royal Mail Customer Service Point or mail centre. Franked mail (apart from International Tracking and Signature Services) can also be posted into special business posting boxes located in some areas.

### Order more supplies

Once you've completed your mailing you may need to reorder your stocks of bags, bag ties / seals, labels and customs forms ready for your next mailing. These are all available free of charge. Please go online at [royalmail.com/mailsupplies](https://royalmail.com/mailsupplies)

Please allow 72 hours for the delivery of stock.



# Help, tips and FAQs

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## **What compensation can I claim for Tracking and Signature Services?**

Compensation can only be claimed in the event of loss or damage and is capped at £50 unless additional compensation has been purchased. Additional compensation is available up to £250.

The maximum compensation payable when additional compensation has been purchased for items containing coins, banknotes or currency notes, securities or instruments payable to bearer (e.g. cheques; bankers drafts; travellers cheques) is limited to £100 per item.

Additional compensation is not available for electronic devices such as mobile telephones, smartphones, tablets, notebooks, or personal digital assistants. Therefore, the maximum compensation payable for loss or damage to one of these electronic devices is £50.

Claims for loss and damage should be made by completing the relevant International Claim Form and providing all the required evidence. A copy of the form can be found at [royalmail.com/claims](https://royalmail.com/claims)

## **Can I send Valuables (i.e. money and jewellery) using the International Services?**

Yes, but Valuables must be sent using one of our Tracking and Signature Services.

# Help, tips and FAQs

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## **‘Valuables’ are:**

- Precious metal that has been manufactured in such a way as to add value to it, including coins used for ornament;
- Diamonds and precious stones;
- Watches the cases of which are made wholly or mainly of precious metal;
- Articles similar to any of those referred to above with an intrinsic value;
- Coins and bank notes of any currency that are legal tender at the time of posting;
- Postal orders, cheques and dividend warrants uncrossed and payable to bearer;
- Unused postage and revenue stamps and National Insurance stamps;
- Exchequer bills, bills of exchange, promissory notes and credit notes; Bonds, bond coupons and any other investment certificates; and coupons, vouchers, tokens, cards, stamps and other documents that can be exchanged in whole or in part for money, goods or services.

## **Important**

Please check individual country prohibitions and restrictions entries to ensure that the particular destination will accept Valuables or any other items you are sending and to check whether there are any other specific requirements for sending Valuables or your items to that particular country. Please visit [royalmail.com/sending/international/country-guides](https://royalmail.com/sending/international/country-guides)

## **Do you guarantee delivery?**

None of the International Services is a guaranteed service with respect to tracking or delivery. Parcelforce Worldwide, which has separate services not covered by this User Guide, offers guaranteed delivery services. They can be contacted at [parcelforce.com](https://parcelforce.com)

## **Extra help for you?**

For further information please visit [royalmail.com/internationalbusiness](https://royalmail.com/internationalbusiness)

# Addressing your items properly

Here are examples of how you should address your mail, depending on where you are sending it to:

## Western Europe

Herr Franz Huber  
Beethovenstrasse 12  
1010 WIEN  
AUSTRIA

M. Emile Dubois  
Rue du Diamant 215  
4800 VERVIERS  
BELGIUM

Mr Thor Nielsen  
Tietgensgade 137  
8800 VIBORG  
DENMARK

Mr Torben Raldorf  
PO Box 100  
COPENHAGEN  
1004 VIBORG  
DENMARK

Mr Asko Teirila  
PO Box 511  
39140 AKDENMAA  
FINLAND

M. Robert MARIN  
Rue de l'Eglise  
Dunes  
82340 AUVILLAR  
FRANCE

Mme Marie PAGE  
23 Rue de Grenell  
75700 PARIS CEDEX  
FRANCE

Mrs F Meier  
Weberstr. 2  
53113 BONN 1  
GERMANY

Mr P Kunde  
Langestr. 12  
04103 LEIPZIG  
GERMANY

Mr George Latsis  
Alkamenou 37  
117 80 ATHENS  
GREECE

Mr Jon Jonsson  
Einimel 80  
107 REYKJAVIK  
ICELAND

Mr Gerard Carey  
45 O'Connell Street  
DUBLIN 1  
REPUBLIC OF IRELAND

Sig. Giovanni Masci  
via Garibaldi 27  
47037 RIMINI RN  
ITALY

M. Jaques MULLER  
71 Route de Longway  
4750 PETANGE  
LUXEMBOURG

Mr J van Dielen  
Morsstr 111  
2312 BK LEIDEN  
THE NETHERLANDS

Herr Hans Hansen  
Svingen 22  
9230 BEKKEHAUG  
NORWAY

Senhor Carlos Manuel Pereira  
Av das A'Augsa Livres  
Monte Trigo  
7220-201 PORTEL  
PORTUGAL

Rosalina Silva  
R Conde Redondo 80  
1150-006 LISBOA CODEX  
PORTUGAL

Sra Ana Jimenez  
Mimbreras 4  
03201 ELCHE (Alicante)  
SPAIN

Fru Inger Lilja  
Vasavagen 3 4tr  
582 20 LINKOPING  
SWEDEN

M. Andre Perret  
Schanzenstrasse 7  
3030 BERNE  
SWITZERLAND

## Mail to France

When addressing mail to France, write the surname in CAPITAL letters.

## Mail to Germany

Due to Germany's strict conditions for accepting mail, when addressing your items you must:

- Use the five-digit postcode
- Put the postcode before the town name
- Put the house number after the street name

If the above is not carried out, your mail may be returned with no attempt at delivery.

## Mail to the Republic of Ireland

Ireland now have a post code system which is made of seven alphanumeric characters below the name of the locality, with a space after the first three alphanumeric characters. More information on [eircode.ie/](http://eircode.ie/)

# Addressing your items properly

## Mail to the Rest of World

Mr J Brownhall  
264 High Street  
ALLAMBIE NSW 2100  
AUSTRALIA

Sr. Ronaldo Ganclaves  
Av Paulista 952, Apto 16  
B VISTA  
01311-300 São Paulo – SP  
BRAZIL

Dr Tzantcho Gantchev  
Dimo Hadjikhimov 6  
1606 SOFIA  
BULGARIA

M. Jen Durand  
150 Rue Nepeau App 5  
OTTAWA ON K1P 2P6  
CANADA

Ana Car  
Ilica 25  
41 000 ZAGREB  
CROATIA

M. Miroslav Ondevejkál  
Fibichova 92  
125 02 PRAGUE 3  
CZECH REPUBLIC

M. Horvath LASZLO  
Budapest  
Kossuth u.7  
1055  
HUNGARY

Mr G Kaul  
27 Rue Yafo  
91999 JERUSALEM  
ISRAEL

Mr Yushi Morimoto  
504 Kasumigaseki 1 chome,  
Chiyoda-ku  
TOKYO 100  
JAPAN

Mr Hong Kil-Dong  
100 Sejongno, Jongno-gu  
SEOUL 110-050  
REPUBLIC OF KOREA

Mr Joaquim Cepeda  
San Antonio Abad 120 – Piso 4  
06820 CIUDAD DE MEXICO  
MEXICO

Mr B Parker  
64 Waterloo Quay  
WELLINGTON 1  
NEW ZEALAND

Mr Jan Kalinkowski  
ul Cicha 5  
62-806 KALISZ  
POLAND

Mr Gheorghe Petraru  
Bd Golescu 38  
77113 BUCHAREST  
ROMANIA

Ivanova I.S.  
Oulitsa Gagagin 7  
103375 MOSCOW  
RUSSIAN FEDERATION

Mr Stevan Raukovic  
Palmoticeva 2  
11001 BELGRADE  
SERBIA

(Items for the former Yugoslavia  
should be addressed to the  
Republic concerned).

Mr Tan Kay Hui  
532 Chai Chee Road  
SINGAPORE 1646  
SINGAPORE

M Jan Kemr  
Olsanka 18  
820 01 BRATISLAVA 1  
SLOVAK REPUBLIC

Mr Sudhorn Yoothong  
13 / 54-26 Chaeng Waltana  
Road  
Bang Kehn  
BANGKOK 10002  
THAILAND

Mr Mazhar Alkan  
Iskele Caddesi 35  
06101 ANKARA  
TURKEY

Mrs L Projivalsky  
252001 KIEV  
Prospect F Skaryna  
UKRAINE

Mr Joe Engle  
1612 Dexter Street  
FORT WAYNE, IN, 46805  
UNITED STATES OF AMERICA

Mr Bill Harrison  
347 L'Enfant Plaza SW  
WASHINGTON, DC,  
20260-6500  
UNITED STATES OF AMERICA

# Appendix A: product codes

## Service product code using a Royal Mail Account

Service	Product Code
International Standard	OLA
International Economy	OLS
International Tracked & Signed	OTC
International Tracked & Signed with extra compensation	OTD
International Tracked	OTA
International Tracked with extra compensation	OTB
International Tracked (country priced)	OTE
International Tracked (country priced) with extra compensation	OTF
International Signed	OSA
International Signed with extra compensation	OSB

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## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Afghanistan	X	X	✓
Aland Islands	✓	✓	X
Albania	✓	X	X
Algeria	X	X	✓
Andorra	✓	✓	X
Angola	X	X	✓
Anguilla	X	X	✓
Antigua / Barbuda	X	X	✓
Argentina	✓	X	X
Armenia	X	X	✓
Aruba	X	X	✓
Ascension Island	X	X	✓
Australia	X	✓	✓
Austria	✓	✓	X
Azerbaijan	X	X	✓
Bahamas	X	X	✓
Bahrain	X	X	✓
Bangladesh	X	X	✓
Barbados	✓	X	X
Belarus	✓	X	X
Belgium	✓	✓	X
Belize	✓	X	X
Benin	X	X	✓
Bermuda	X	X	✓
Bhutan	X	X	✓
Bolivia	X	X	✓
Bonaire	X	X	✓
Bosnia & Herzegovina	X	X	✓
Botswana	X	X	✓
Brazil	X	✓	✓
British Indian Ocean Territory	X	X	✓
British Virgin Islands	X	X	✓
Brunei	X	X	✓
Bulgaria	✓	X	X

## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Burkina Faso	X	X	✓
Burundi	X	X	✓
Cambodia	✓	X	X
Cameroon	✓	X	X
Canada	X	✓	✓
Canary Islands	✓	✓	X
Cape Verde	X	X	✓
Cayman Islands	✓	X	X
Central African Republic	X	X	✓
Ceuta	X	X	✓
Chad	X	X	✓
Chile	X	X	✓
China (People's Republic of)	✓	X	X
Christmas Island (Indian Ocean)	X	X	✓
Christmas Island (Pacific Ocean)	X	X	✓
Colombia	X	X	✓
Comoros Islands	X	X	✓
Congo (Dem. Rep of)	X	X	✓
Congo (Rep of)	X	X	✓
Cook Islands	✓	X	X
Costa Rica	X	X	✓
Croatia	✓	✓	X
Cuba	X	X	✓
Curacao	X	X	✓
Cyprus	✓	✓	X
Czech Republic	✓	✓	X
Denmark	✓	✓	X
Djibouti	X	X	✓
Dominica	X	X	✓
Dominican Republic	X	X	✓
Ecuador	✓	X	X
Egypt	X	X	✓
El Salvador	X	X	✓
Equatorial Guinea	X	X	✓

## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Eritrea	X	X	✓
Estonia	X	✓	✓
Eswatini	X	X	✓
Ethiopia	X	X	✓
Falkland Islands	X	X	✓
Faroe Islands	✓	✓	X
Fiji	X	X	✓
Finland	✓	✓	X
France	✓	✓	X
French Guiana	X	X	✓
French Polynesia	X	X	✓
French South Antarctic Territory	X	X	✓
Gabon	X	X	✓
Gambia	X	X	✓
Georgia	✓	X	X
Germany	✓	✓	X
Ghana	X	X	✓
Gibraltar	✓	✓	X
Greece	✓	✓	X
Greenland	✓	✓	X
Grenada	X	X	✓
Guadeloupe	X	X	✓
Guatemala	X	X	✓
Guinea	X	X	✓
Guinea-Bissau	X	X	✓
Guyana	X	X	✓
Haiti	X	X	✓
Honduras	X	X	✓
Hong Kong	✓	✓	X
Hungary	✓	✓	X
Iceland	✓	✓	X
India	X	✓	✓
Indonesia	✓	X	X
Iran (Islamic Republic of)	X	X	✓

## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Iraq	X	X	✓
Ireland (Republic of)	✓	✓	X
Israel	X	✓	✓
Italy	✓	✓	X
Ivory Coast (Cote D'Ivoire)	X	X	✓
Jamaica	X	X	✓
Japan	✓	✓	X
Jordan	✓	X	X
Kazakhstan	✓	X	X
Kenya	X	X	✓
Kiribati	X	X	✓
Kosovo	X	X	✓
Kuwait	X	X	✓
Kyrgyzstan	X	X	✓
Laos (People's Democratic Republic of)	X	X	✓
Latvia	✓	✓	X
Lebanon	✓	✓	X
Lesotho	X	X	✓
Liberia	X	X	✓
Libya	X	X	✓
Liechtenstein	✓	✓	X
Lithuania	✓	✓	X
Luxembourg	✓	✓	X
Macao	X	X	✓
Madagascar	X	X	✓
Mahore (also known as Mayotte)	X	X	✓
Malawi	X	X	✓
Malaysia	✓	✓	X
Maldives	X	X	✓
Mali	X	X	✓
Malta	✓	✓	X
Martinique	X	X	✓
Mauritania	X	X	✓
Mauritius	X	X	✓

## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Melilla	X	X	✓
Mexico	X	X	✓
Moldova	✓	X	X
Mongolia	X	X	✓
Montenegro	X	X	✓
Montserrat	X	X	✓
Morocco	X	X	✓
Mozambique	X	X	✓
Myanmar	X	X	✓
Namibia	X	X	✓
Nauru Island	X	X	✓
Nepal	X	X	✓
Netherlands	✓	✓	X
New Caledonia	X	X	✓
New Zealand	✓	✓	X
Nicaragua	X	X	✓
Niger Republic	X	X	✓
Nigeria	X	X	✓
Niue Island	X	X	✓
North Korea (People's Democratic Republic of)	X	X	✓
North Macedonia	X	X	✓
Norway	X	✓	✓
Oman	X	X	✓
Pakistan	X	X	✓
Palau (known also as Belau)	X	X	✓
Panama	X	X	✓
Papua New Guinea	X	X	✓
Paraguay	X	X	✓
Peru	X	X	✓
Philippines	X	X	✓
Pitcairn Island	X	X	✓
Poland	✓	✓	X
Portugal	✓	✓	X
Puerto Rico	X	X	✓



## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Qatar	X	X	✓
Reunion Island	X	X	✓
Romania	✓	✓	X
Russian Federation	✓	✓	X
Rwanda	X	X	✓
San Marino	✓	✓	X
Sao Tome & Principe	X	X	✓
Saudi Arabia	✓	X	X
Senegal	X	X	✓
Serbia	✓	✓	X
Seychelles	X	X	✓
Sierra Leone	X	X	✓
Singapore	✓	✓	X
Slovak Republic	✓	✓	X
Slovenia	✓	✓	X
Solomon Islands	X	X	✓
South Africa (Republic of)	X	X	✓
South Korea (Republic of)	✓	✓	X
South Sudan	X	X	✓
Spain	✓	✓	X
Sri Lanka	X	X	✓
St Eustatius	X	X	✓
St Helena	X	X	✓
St Kitts & Nevis	X	X	✓
St Lucia	X	X	✓
St Maarten	X	X	✓
St Vincent & The Grenadines	X	X	✓
Sudan	X	X	✓
Suriname	X	X	✓
Sweden	✓	✓	X
Switzerland	✓	✓	X
Syria	X	X	✓
Taiwan	✓	✓	X
Tajikistan	X	X	✓

## Appendix B: service availability by country

Country	Tracked & Signed	Tracked	Signed
Tanzania	X	X	✓
Thailand	✓	✓	X
Timor-Leste	X	X	✓
Togo	X	X	✓
Tokelau Islands	X	X	✓
Tonga	✓	X	X
Trinidad & Tobago	✓	X	X
Tristan de Cunha	X	X	✓
Tunisia	X	X	✓
Turkey	✓	✓	X
Turkmenistan	X	X	✓
Turks & Caicos Islands	X	X	✓
Tuvalu	X	X	✓
Uganda	✓	X	X
Ukraine	X	X	✓
United Arab Emirates	✓	X	X
Uruguay	X	X	✓
USA	✓	✓	X
Uzbekistan	X	X	✓
Vanuatu	✓	X	X
Vatican City State	✓	✓	X
Venezuela	X	X	✓
Vietnam	X	X	✓
Wallis & Futuna Islands	X	X	✓
Western Sahara	X	X	✓
Western Samoa	X	X	✓
Yemen (Republic of)	X	X	✓
Zambia	X	X	✓
Zimbabwe	X	X	✓

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